

WORKLOAD / PERFORMANCE INDICATORS			
	2000	2001	2002
	Actuals	Adopted	Proposed
Transit Bus Boardings (000s) ¹	98,504	99,800	100,609
Total Complaints per Million Boardings (w/ ST)	71.7	73.9	72.8
Miles Between Trouble Calls	3,513	3,525	3,550
Platform Hours (including DART) (000s) ¹	3,244	3,320	3,370
Operating Cost per Platform Hour ²	\$88.38	\$92.42	\$94.75
Operating Cost per Boarding ²	\$2.91	\$3.16	\$3.23
Operations Revenue per Boarding ²	\$0.73	\$0.81	\$0.87
Operations Revenue (000s) ²	\$71,857	\$81,254	\$87,267
Traffic Accidents per Million Miles	33.8	33.3	32.8
Total Passenger and Operator Injury Assaults	41	32	32
Net New Service Hours Added ^{2,3}	-181,000	123,000	40,000
Vanpool Ridership	2,857,588	2,903,000	3,067,000
Paratransit ACCESS Ridership	998,624	988,315	956,803
Direct Operating Cost per ACCESS Trip	\$28.40	\$30.95	\$30.91
Transit Facilities Maintenance Costs as a Percent of Replacement Value of Assets:			
Operating Maintenance Cost	2.52%	2.52%	2.71%
Capital Maintenance Cost	0.85%	2.26%	1.16%
Total Transit Facilities Maintenance	3.37%	4.77%	3.87%
¹ Excludes Sound Transit Service			
² Excludes paratransit and vanpool service			
³ Includes annualized King County Metro bus service and subcontracted service; excludes schedule maintenance hours and Sound Transit service			